



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

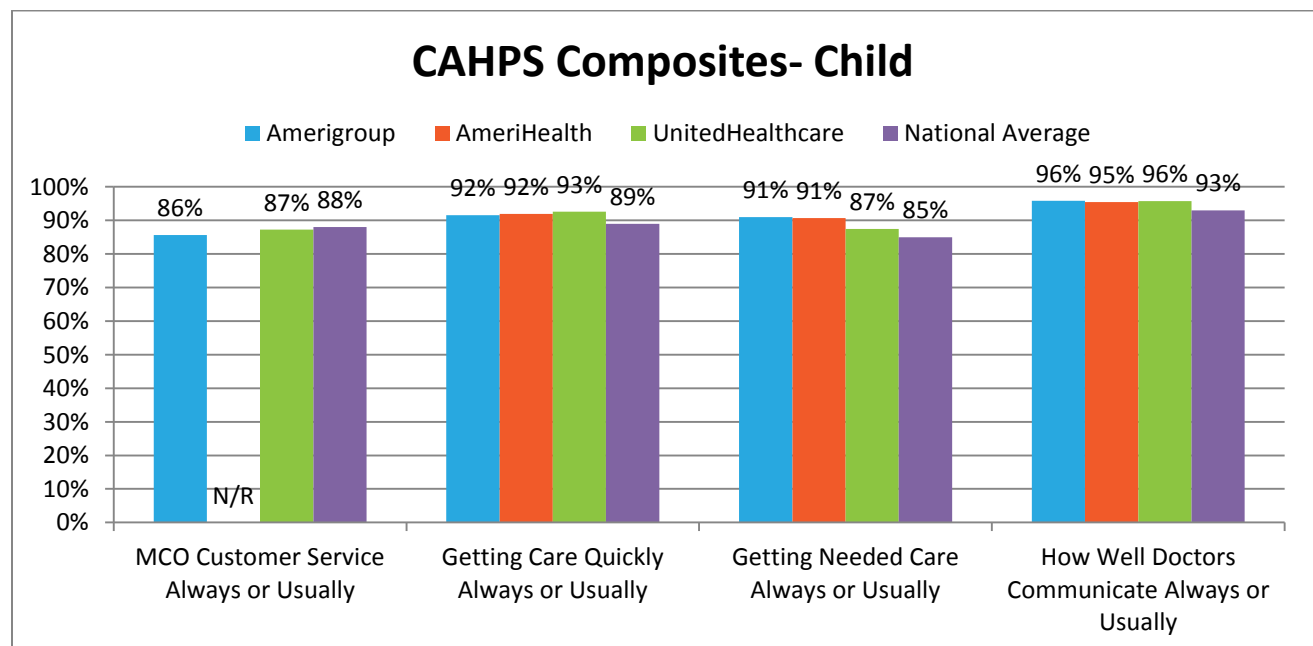
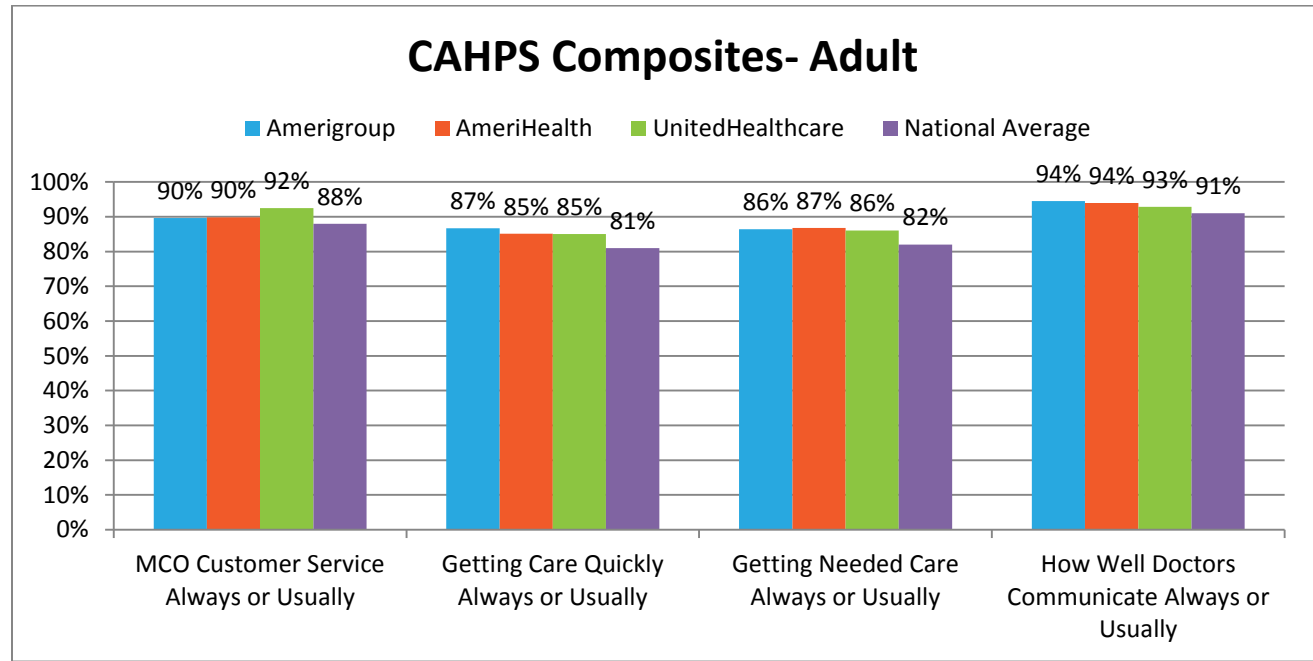
Jerry R. Foxhoven
Director

IA Health Link CAHPS (Consumer Assessment of Healthcare Providers and Systems)

MCO composites are based on the CAHPS reports submitted to DHS in 2017 by each of the three MCOs.

The national averages listed are pulled from the CAHPS database located at:

<https://www.cahpsdatabase.ahrq.gov/CAHPSIDB/Public/Trending.aspx>.



Survey Questions Included in CAHPS Composites

Composite Name	Survey Questions Included in Composite
Getting Needed Care Composite	How often was easy to get needed care, tests, or treatment
	Got appointments with specialists as soon as needed
Getting Care Quickly Composite	Got urgent care for illness, injury or condition as soon as needed
	Got routine appointment at doctor's office or clinic as soon as needed
How Well Doctors Communicate Composite	Personal doctor explained things clearly
	Personal doctor listened carefully
	Personal doctor respected consumer comments
	Personal doctor spent enough time with consumers
Health Plan Information and Customer Service Composite	Customer service gave necessary information or help
	Customer service staff courteous and respectful